

It is the policy of the department to provide reasonable accommodation for its communication of services, programs, or activities to persons with disabilities and to provide written materials in alternative format when requested.

This chapter provides guidance to departmental employees for complying with the Americans with Disabilities Act (ADA) of 1990 requirements as they pertain to communications with the public including:

- A. Publications and documents.
- B. Telecommunications.
- C. Public meetings.

All organization/office managers are to familiarize themselves with the accessibility requirements of this chapter to ensure communication of their services, programs, or activities is made accessible to persons with disabilities.

All complaints received for failure to comply with ADA requirements or to provide accommodation are to be forwarded to the Office of Equal Opportunity (OEO).

Procedures for publications and documents produced by the department are described in Appendix 1.

Procedures for departmental telecommunications are described in Appendix 2.

Procedures for departmental sponsored public meetings are described in Appendix 3.

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It is the policy of the department that reasonable accommodation will be made to provide persons with disabilities equal access to its facilities, programs, and services by providing written communications in alternate forms when specific preferences are requested in advance.

Primary Consideration

The department will provide written material in commonly used alternate formats. Consideration will be provided for individuals needing a different format.

Effective Communication

The particular needs of the person requesting the communication in alternate form, or auxiliary aid or service, must be considered to determine if the alternate means of communication is effective.

Undue Burden

The department provides the best means of communication available that will not entail undue burden or fundamental alteration in the nature of the program, service, or activity.

Questions about whether or not a request imposes an undue burden will be handled according to department policy.

Notice

The following statement will be included at the beginning of all department documents and publications:

“Persons with disabilities may request this information be prepared and supplied in alternate formats by calling the Washington State Department of Transportation ADA Accommodation Hotline collect 206-389-2839. Persons with hearing impairments may access Washington State Telecommunications Relay Service (TTY) at 1-800-833-6388, or Tele-Braille at 1-800-833-6385, or Voice at 1-800-833-6384, and ask to be connected to 360-705-7097.”

Alternate Formats

Providing print communications in alternate forms includes options such as large print, Braille, audio cassette, computer disk, interpreter, reader, or other preference selected by a person with a disability.

Receiving Requests

A trained representative of the Office of Equal Opportunity (OEO) receives all alternate format requests in person, in writing, or over the telephone. All requests must include the name of a point of contact with the telephone number, the applicable organization code and charge code, and a date not later than date.

Request Referrals

OEO forwards detailed information on each requested accommodation to the person coordinating the affected program, service, or activity as soon as possible, but not more than 24 hours after receiving the accommodation request.

Request Responses

The Regional Human Resource Consultant will coordinate alternate formatted documents and publications that are required through the agency Americans with Disabilities Act Coordinator. Resources designated by OEO will prepare the request for alternate formatted documents and publications.

Time Requirements

Under most circumstances, the department requires a minimum lead time of two weeks. Long and complex documents, or multiple document packets, may require more time for preparation.

Language and Pictures

Managers and supervisors will prohibit offensive or demeaning language and pictures portraying people with disabilities in department print communications.

Signage

The department will provide program, activity, or service signage according to standards recommended by the Washington State Governor's Committee on Disability Issues and Employment. (See "Accessible Meetings in Washington State Planning and Resource Guide" published by the Governor's Committee on Disability Issues and Employment, P.O. Box 9046, MS: 6000, Olympia, Washington 98507-9046.)

Public Information Dissemination

The department will disseminate public information announcements by using the services provided by the Evergreen Radio Reading Service, Washington Library for the Blind and Physically Handicapped, 821 Lenora, Seattle, Washington 98129, 1-800-833-6388, the department's TTY relay service, or other appropriate means.

Alternate Format Guidelines

The department will adhere to the guidelines provided by the Governor's Committee on Disability Issues and Employment publication entitled "Producing Materials in Alternate Formats." For more information, contact OEO at 360-705-7097.

Reasonable accommodation shall be made to provide access to all departmental programs and services available to the public by telephone.

Telecommunication Devices

The department will use the Washington State Department of Transportation TDD Relay Service (TTY) for telecommunications with hearing impaired individuals.

Telephone Number References

To provide for effective telecommunication with persons having hearing or speech impairments, TTY numbers are to be included in agency directories, pamphlets, brochures, letterhead, posters, radio announcements, etc., using the following statement:

“Persons with disabilities may request this information be prepared and supplied in alternate formats by calling the Washington State Department of Transportation ADA Accommodation Hotline collect 206-389-2839. Persons with hearing impairments may access Washington State Telecommunications Relay Service (TTY) at 1-800-833-6388, or Tele-Braille at 1-800-833-6385, or Voice at 1-800-833-6384, and ask to be connected to 360-705-7097.”

Toll Free “800” or Other Public Information Services

Whenever “800” toll free numbers (e.g., ferry schedule information, aeronautics information, etc.), or other public information phone services (e.g., SNO-LINE, region project status, etc.) are provided, advertising notices, posters, or other announcements are to also include the TRS numbers, as shown in Telephone Number References section above.

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All public hearings, meetings, and events held by the department shall be conducted in facilities or locations that are accessible to all persons with disabilities unless to do so would impose an undue financial or administrative burden. To ensure effective communication with persons with disabilities who may attend these functions, the department will provide the opportunity for advance requests for reasonable accommodation.

Providing Accessible Meeting Facilities

Sponsors of departmental public hearings, meetings, and events shall ensure meetings are held in accessible locations, unless to do so would impose an undue financial or administrative burden. Evaluation of the facilities should be done prior to the activity using the state's "Accessible Meetings in Washington State Planning and Resource Guide." A copy should be available from the region/service center personnel officer, or contact the Office of Equal Opportunity (OEO).

Giving Notice to the Public

All written notices or announcements of departmental sponsored public hearings, meetings, and events are to provide information apprising individuals with disabilities of the availability of auxiliary aids and services. The following statement is to be used:

"Individuals requiring reasonable accommodation may request written materials in alternate formats, sign language interpreters, physical accessibility accommodations, or other reasonable accommodation by contacting the event sponsor (enter name of event sponsor and phone number), usually 2 weeks before meeting's date (insert date). Persons with hearing impairments may call Washington State Telecommunications Relay Service (TTY) at 1-800-833-6388, or Tele-Braille at 1-800-833-6385, or Voice at 1-800-833-6384, and ask to be connected to the event sponsor's phone number."

Such requests will be documented on the Public Request for Reasonable Accommodation Form (Appendix 4).

Provision of Auxiliary Aids or Services

Sponsors of departmental public hearings, meetings, and events are to make available appropriate auxiliary aids and services, where reasonable, to provide effective communications with persons with disabilities. Auxiliary aids are defined in the definition section of this document. For assistance regarding auxiliary aids, contact OEO.

Choice of Auxiliary Aid Service

The sponsor will provide an opportunity for persons with disabilities to request auxiliary aids and/or services of their choice. Priority is to be given to an individual's expressed choice for a particular aid or service, unless the means chosen would require an undue financial or administrative burden, or an equally effective auxiliary aid can be provided. An extra charge may not be imposed on an individual with a disability for the use of an auxiliary aid.

Advance Preparation Requirements

Sponsors requiring Communications and Public Involvement Office (CPI) services to produce a meeting announcement or notice, are to contact the CPI no less than four weeks prior to the function. This will allow sufficient time to notify the public through the media and provide a reasonable response time for individuals needing special accommodations. Providing necessary accommodation is the responsibility of the sponsor.

Special accommodation in the form of alternative formats for written materials should be handled per Appendix 1.

Complaints

Complaints about reasonable accommodation should be directed to OEO at 360-705-7095.

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**Washington State
Department of Transportation**



**Public Request for
Reasonable Accommodation**

Use this form to request accommodation for department programs, services, or activities.

Print Materials

Do you know the title(s) of specific publications that you want? Yes ☐ No ☐

If yes, please specify the title(s)

If no, what information can you provide to help us identify the requested documents or publications? For example,

Source of information _____

Location seen or reference provided _____

Subject matter _____

Other leads _____ (Attach additional information on separate paper if needed)

What alternate format do you prefer? (Indicate first, second, third choice if possible)

- ☐ Large print ☐ Reader
- ☐ Braille ☐ Computer disk
- ☐ Cassette tape(s) ☐ Other (please specify) _____

Other Communication Requirements

Do you need a reader? Yes ☐ No ☐

Do you need a certified sign language interpreter? Yes ☐ No ☐ If yes, specify preference Visual ☐ Tactile ☐

Do you have other communication requests?

- ☐ Transcripts ☐ Video tape displays
- ☐ Television captioning ☐ Assistive listening headset
- ☐ Other (please specify) _____

Other Types of Assistance

- ☐ Wheelchair-accessible hotel/motel or meeting room
- ☐ Hotel/motel or meeting room close to elevator or lobby
- ☐ Nonsmoking guest room
- ☐ Special assistance in evacuating facilities or notification in case of emergency
- Please explain _____
- ☐ Other (transportation from airport, tour transportation, straight back chair, etc.) _____

Requestor's name _____

Address _____ City _____ State _____ Zip _____

Telephone: Home () _____ Work () _____

Request received by _____ Date _____
(print name)

Forwarded to _____ Date _____
(print name)

Date needed _____

White copy to OEO

Yellow copy for program file

DOT 731-005X